

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicants : Robert R. BUSHEY et al.

Group Art Unit: 2642

Appl. No. : 09/578,723

Examiner: W.J. Deane, Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS
AND BEHAVIORS WITHIN A CUSTOMER SERVICE CENTER
ENVIRONMENT

REQUEST FOR INITIALLED FORMS PTO-1449

Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop AMENDMENT
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir :

Applicants respectfully request that the Examiner return a duly-initialed copy of the attached FORM PTO-1449. The attached FORM PTO-1449 was submitted to the U.S. Patent and Trademark Office with a Supplement Information Disclosure Statement on March 15, 2004, but Applicants have not received an initialed copy. Copies of the Supplement Information Disclosure Statement, the non-U.S. Patent documents cited therein, and the mailroom receipt are also attached hereto.

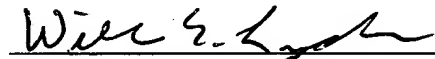
Further, Applicants respectfully request that the Examiner return a duly-initialed copy of the FORM PTO-1449 submitted to the U.S. Patent and Trademark Office with a Supplement Information Disclosure Statement on November 12, 2004. Applicants have not included a copy of this FORM PTO-1449 because the Examiner stated in a teleconference on August 8, 2006 with Applicants' representative, William Lyddane,

P19115.A24

that he would retrieve a copy of this document from the image file wrapper.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully submitted,
Robert R. BUSHEY et al.



Bruce H. Bernstein
Reg. No. 29,027

William E. Lyddane
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August 30, 2006
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P19115.A09

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Group Art Unit: 2642

Examiner: W. J. Deane Jr.

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with the duty of disclosure under 37 C.F.R. 1.56, 1.97-1.98, Applicants
hereby call the following documents to the Examiner's attention:

U.S. Patent No. 5,495,567 to IIZAWA et al., issued in February 1996;

U.S. Patent No. 5,586,060 to KUNO et al., issued in December 1996;

U.S. Patent No. 5,615,323 to ENGEL et al., issued in March 1997;

U.S. Patent No. 5,727,950 to COOK et al., issued in March 1998;

U.S. Patent No. 5,806,060 to BORGIDA et al., issued in September 1998;

U.S. Patent No. 5,991,735 to GERACE, issued in November 1999;

P19115.A09

U.S. Patent No. 5,684,870 to MALONEY et al., issued in November 1997;

U.S. Patent No. 5,825,869 to BROOKS et al., issued in October 1998;

U.S. Patent No. 5,903,641 to TONISSON, issued in May 1999;

U.S. Patent No. 5,953,406 to LARUE et al., issued in September 1999;

U.S. Patent No. 6,044,355 to CROCKETT et al., issued in March 2000;

U.S. Patent No. 6,134,530 to BUNTING et al., issued in October 2000;

U.S. Patent No. 6,163,607 to BOGART et al., issued in December 2000;

U.S. Patent No. 6,173,053 to BOGART et al., issued in January 2001;

Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, Sep. 2000, 4 pages;

"Call Center Roundup," Teleconnect, Dec. 1998, 10 pages;

"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, Feb. 1997, 8 pages;

Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994, 7 pages;

U.S. Patent No. 5,821,936 to SHAFFER et al., issued in October, 1998;

U.S. Patent No. 5,864,605 to KESHAV, issued in January, 1999;

U.S. Patent No. 6,353,661 to BAILEY, III, issued in March, 2002;

U.S. Patent No. 6,389,538 to GRUSE et al., issued in May, 2002;

U.S. Patent No. 6,389,403 to DORAK, Jr. et al., issued in May, 2002;

U.S. Patent No. 5,566,291 to BOULTON et al., issued in October, 1996;

U.S. Patent No. 6,014,638 to BURGE et al., issued in January, 2002;

P19115.A09

U.S. Patent No. 6,236,990 to GELLER et al., issued in May, 2001;

U.S. Patent No. 5,740,549 to REILLY et al., issued in April, 1998;

U.S. Patent No. 5,323,452 to DICKMAN et al., issued in June, 1994;

U.S. Patent Application Publication No. 2003/0026409 to BUSHEY et al., which was published on February 06, 2003;

U.S. Patent No. 6,061,433 to POLCYN et al., issued on May 09, 2000;

U.S. Patent No. 6,058,179 to SHAFFER et al., issued on May 2002, 2000;

U.S. Patent No. 6,016,336 to HANSON, issued on January 18, 2000;

U.S. Patent No. 5,923,745 to HURD, issued on July 13, 1999;

U.S. Patent No. 5,729,600 to BLAHA et al., issued on March 17, 1998;

Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", at www.ameritech.com/corporate/testtown/library/standard/pbix4.html, 1998;

InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available;

U.S. Patent Application Publication No. 2003/0156706 to KOEHLER et al., which was published on August 21, 2003;

U.S. Patent No. 5,311,422 to LOFTIN et al., issued on May 10, 1994;

U.S. Patent No. 5,757,644 to JORGENSEN et al., issued on May 26, 1998;

U.S. Patent No. 5,864,844 to JAMES et al., issued on January 26, 1999;

U.S. Patent No. 6,058,163 to PATTISON et al., issued on May 2, 2000;

U.S. Patent No. 6,067,538 to ZORBA et al., issued on May 23, 2000;

U.S. Patent No. 6,099,320 to PAPADOPOULOS, issued on August 8, 2000;

U.S. Patent No. 6,128,380 to SHAFFER et al., issued on October 3, 2000;

P19115.A09

U.S. Patent No. 6,157,808 to HOLLINGSWORTH, issued on December 5, 2000;

U.S. Patent No. 6,236,955 to SUMMERS, issued on May 22, 2001;

U.S. Patent No. 6,282,404 to LINTON, issued on August 28, 2001;

U.S. Patent No. 6,201,948 to COOK et al., issued on March 13, 2001;

U.S. Patent Application Publication No. 2003/0143981 to KORTUM et al., which was published on July 31, 2003;

U.S. Patent No. 5,706,334 to BALK et al., which issued on January 6, 1998;

U.S. Patent No. 5,802,526 to FAWCETT et al., issued on September 1, 1998;

U.S. Patent No. 5,999,611 to TATCHELL et al., issued on December 7, 1999;

U.S. Patent No. 6,016,336 to HANSON, issued on January 18, 2000;

U.S. Patent No. 6,035,336 to LU et al., issued on March 7, 2000;

U.S. Patent No. 6,088,429 to GARCIA, issued on July 11, 2000;

U.S. Patent No. 6,104,790 to NARAYANASWAMI, issued on August 15, 2000;

U.S. Patent No. 6,148,063 to BRENNAN et al., issued on November 14, 2000;

U.S. Patent No. 6,170,011 B1 to MACLEOD BECK et al., issued on January 2, 2001;

U.S. Patent No. 6,263,052 B1 to CRUZE, issued on July 17, 2001;

U.S. Patent No. 6,295,551 B1 to ROBERTS et al., issued on September 25, 2001;

U.S. Patent No. 6,332,154 B2 to BECK et al., issued on December 18, 2001;

U.S. Patent Application Publication No. 2001/0041562 A1 to ELSEY et al., which was published on November 15, 2001;

International Publication No. WO 00/33548 to COHEN et al., (NUANCE COMMUNICATIONS), which was published on June 8, 2000;

P19115.A09

"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center,
<<http://www.call-center.net/ivr-series.htm>>;

"Customer Management Technology", TeleTech,
<<http://www.teletech.com/solutions/cmt.htm>>; printed on December 18, 2001;

"Products & Services - Interactive Voice Response (IVR)", Prairie Systems,
<http://www.prairiesys.com/PSI/p_s_interactive_sol.htm>;

"RVS Voice", iMessaging Systems, Inc.,
<<http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm>>;

"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, <<http://www.innmug.org/information/kirvan.html>>, which was published in the December, 2000 issue of InnTouch; and

U.S. Patent Application Publication No. 2002/0133394 to BUSHEY et al., which was published on September 12, 2002.

With respect to the Web sites cited herein, the date on which the site was reviewed and printed is given as the latest date known to Applicants. Applicants make no representation that this "printed on" date is the earliest publication. However, Applicants are not aware of any practical way of determining the publication date on the World Wide Web.

Applicants respectfully request that the Examiner consider and cite the above documents. Copies of the above-noted documents are attached, and have been listed on a PTO-1449 Form which is also attached hereto. Accordingly, the Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the Form to the Applicants with the next official communication in the present application to confirm consideration of these

P19115.A09

documents.

As a first Office action on the merits has been issued for the present application, Applicants have enclosed herewith the fee set forth in 37 C.F.R. 1.17(p) pursuant to 37 C.F.R. 1.97(c)(2).

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

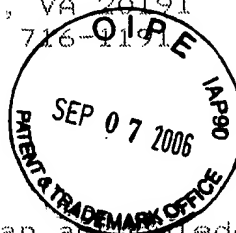
Respectfully submitted,
Robert R. BUSHEY et al.

Bruce H. Bernstein
Reg. No. 29,027

March 10, 2004
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The Patent Office Date stamp hereon is an acknowledgement that, on the date indicated, the Patent Office received the following:

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<input type="checkbox"/> by facsimile | |
| <input type="checkbox"/> Executed S.E.S. <input type="checkbox"/> S.E.S. Assertion | <input type="checkbox"/> Declaration <input type="checkbox"/> Supplemental |
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| <input type="checkbox"/> Letter to Draftsman (in trip.) | _____ pages (w/abstract) |
| <input type="checkbox"/> Design Patent Application Transmittal | _____ claims _____ independent |
| <input type="checkbox"/> Utility Patent Application Transmittal | _____ sheets of drawings |
| <input type="checkbox"/> Provisional Application Cover Sheet | _____ figures |
| <input type="checkbox"/> Continued Prosecution Application | <input checked="" type="checkbox"/> I.D.S. form PTO-1449 & |
| (CPA) Request Transmittal | References <input checked="" type="checkbox"/> as attached |
| <input type="checkbox"/> Request for Continued Examination (RCE) | <input type="checkbox"/> as listed on |
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| <input checked="" type="checkbox"/> Check No. 49205 for \$ 180.00 | <input type="checkbox"/> Certification under 1.97(e) |
| <input type="checkbox"/> Rule 53b and 53f Letter for | <input type="checkbox"/> Certificate of Mailing (C-O-M) |
| Unexecuted Application | <input type="checkbox"/> Returned Envelope |

In the matter of : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS
AND BEHAVIORS WITHIN A CUSTOMER SERVICE CENTER
ENVIRONMENT

Applicant : Robert Randal BUSHEY *

Application No. : 09/578,723

Filed : 5/26/00

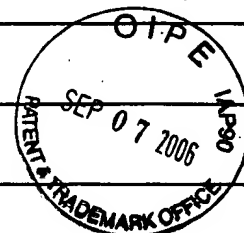
Patent No.

Issued :

Docket : P19115

IMP

Form PTO-1449

U.S. Department of Commerce
Patent and Trademark OfficeAtty. Docket No.
P19115Serial No.
09/578,723INFORMATION DISCLOSURE STATEMENT
BY APPLICANT
(Use several sheets if necessary)Applicant
Robert R. BUSHEY et al.Filing Date
May 26, 2000Group
2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER						DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
		5	4	9	5	5	6	7	02/1996	IIZAWA et al.		
		5	5	8	6	0	6	0	12/1996	KUNO et al.		
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		5	7	2	7	9	5	0	03/1998	COOK et al.		
		5	8	0	6	0	6	0	09/1998	BORGIDA et al.		
		5	9	9	1	7	3	5	11/1999	GERACE		
		5	6	8	4	8	7	0	11/1997	MALONEY et al.		
		5	8	2	5	8	6	9	10/1998	BROOKS et al.		
		5	9	0	3	6	4	1	05/1999	TONISSON		
		5	9	5	3	4	0	6	09/1999	LARUE et al.		
		6	0	4	4	3	5	5	03/2000	CROCKETT et al.		
		6	1	3	4	5	3	0	10/2000	BUNTING et al.		
		6	1	6	3	6	0	7	12/2000	BOGART et al.		
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		6	3	5	3	6	6	1	03/2002	BAILEY, III		
		6	3	8	9	5	3	8	05/2002	GRUSE et al.		
		6	3	8	9	4	0	3	05/2002	DORAK, Jr. et al.		
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		6	0	6	1	4	3	3	05/09/00	POLCYN et al.		

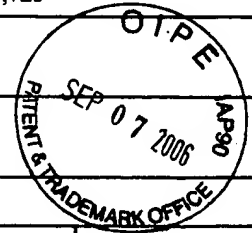
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*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449

U.S. Department of Commerce
Patent and Trademark OfficeAtty. Docket No.
P19115Serial No.
09/578,723INFORMATION DISCLOSURE STATEMENT
BY APPLICANT
(Use several sheets if necessary)Applicant
Robert R. BUSHEY et al.Filing Date
May 26, 2000Group
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U.S. PATENT DOCUMENTS

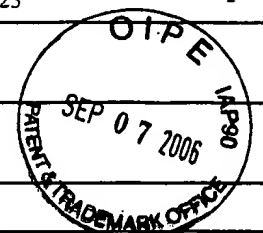
EXAMINER INITIAL		DOCUMENT NUMBER							DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
		6	0	5	8	1	7	9	05/2000	SHAFFER et al.			
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	2003 /	0	1	5	6	7	0	6	08/21/03	KOEHLER et al.			
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		5	7	5	7	6	4	4	05/26/98	JORGENSEN et al.			
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		6	1	5	7	8	0	8	12/05/00	HOLLINGSWORTH			
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		6	2	8	2	4	0	4	08/28/01	LINTON			
		6	2	0	1	9	4	8	03/13/01	COOK et al.			
	2003 /	0	1	4	3	9	8	1	07/31/03	KORTUM et al.			
		5	7	0	6	3	3	4	01/06/98	BALK et al.			
		5	8	0	2	5	2	6	09/01/98	FAWCETT et al.			
		5	9	9	9	6	1	1	12/07/99	TACHELL et al.			
		6	0	1	6	3	3	6	01/18/00	HANSON			
		6	0	3	5	3	3	6	03/07/00	LU et al.			
		6	0	8	8	4	2	9	07/11/00	GARCIA			
		6	1	0	4	7	9	0	08/15/00	NARAYANASWAMI			
		6	1	4	8	0	6	3	11/14/00	BRENNAN et al.			
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EXAMINER

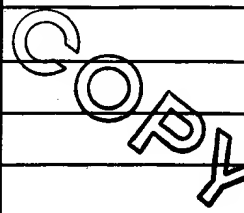
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Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office		Atty. Docket No. P19115		Serial No. 09/578,723	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant Robert R. BUSHEY et al.			
				Filing Date May 26, 2000		Group 2642	



U.S. PATENT DOCUMENTS									
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE		
		6 2 9 5 5 5 1	09/25/01	ROBERTZ et al..					
		6 3 3 2 1 5 4	12/18/01	BECK et al.					
	2001 /	0 0 4 1 5 6 2	11/15/01	ELSEY et al.					
	2002 /	0 1 3 3 3 9 4	09/12/02	BUSHEY et al.					



FOREIGN PATENT DOCUMENTS									
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO		
	0 0	/ 3 3 5 4 8	06/08/00	W.I.P.O.					

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)		
	1	Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, Sep. 2000, 4 pages.
	2	"Call Center Roundup," Teleconnect, Dec. 1998, 10 pages.
	3	"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, Feb. 1997, 8 pages.
	4	Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994, 7 pages.
	5	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", at www.ameritech.com/corporate/testtown/library/standard/pbix4.html , 1998.
	6	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.
	7	"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, http://www.call-center.net/ivr-series.htm .
	8	"Customer Management Technology", TeleTech, http://www.teletech.com/solutions/cmt.htm , printed on December 18, 2001.
	9	"Products & Services - Interactive Voice Response (IVR)", Prairie Systems, http://www.prairiesys.com/PSI/p_s_interactive_sol.htm .
	1 0	"RVS Voice", iMessaging Systems, Inc., http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm .
	1 1	"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, http://www.innmug.org/information/kirvan.html , which was published in the December, 2000 issue of InnTouch.

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